

# Faisal Misle

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## ABOUT

I'm a passionate, quick learning person with a strong passion for IT and systems administration. I enjoy helping people and making them happy. I try to live by the phrase "Be Helpful" which has led to my enthusiasm for social customer care

## EXPERIENCE

### Support Technician II - Cloud Office

#### Rackspace

San Antonio, TX

Jun 2017 - Present

As part of our commitment to providing Fanatical Support, I am responsible for updating our customer facing documentation in our Email Help Tool. This tool presents a series of questions and answers to route the user to the appropriate setup article or troubleshooting article.

Some new features I've helped implement into the tool:

- Update and rewrite the content to match the latest technological upgrades to our supported devices and platforms (iOS, Android, etc)
- Deploy new images using our in-house image API which inserts the user's details and environment specific information directly into the screenshot for easier understanding by the customer
- Set a standard article template, so that all articles have the same structure
- Track, analyze, and gather feedback of customer usage of the tool to identify pain points and reduce redundant support calls
- Provide actionable data to leadership on how this tool is used so we can improve support processes around it

Our goal is to be the industry leader in helpful customer-facing documentation that makes our customers feel like heroes.

### Support Technician - Cloud Office

#### Rackspace

San Antonio, TX

Oct 2016 - Jun 2017

We take Fanatical Support to heart. It is the #1 trait embodied by all Rackers and we go above and beyond for our customers and each other. Managing more than 4.5 million mailboxes, I follow up on core issues for our Hosted Email platform via tickets and phone calls with our customers and take ownership of escalations. I also build relationships with our customers and understand them to make sure they're satisfied and their service is running at maximum productivity; as well as to be able to detect a customer's problem before the phone rings.

### Technical Coordinator (Co-op)

#### Harvard Medical School

Boston, MA

Sep 2015 - Dec 2015

I worked collaboratively with researchers at HMS to identify, design, and deliver a wide range of technological solutions at the ever-changing forefront of biomedical research. Working closely with HMS Core Facilities, local IT Support, the HMS IT Client Services and Research Computing teams to provide valued, sustainable and well-supported services to meet research needs. Projects included deploying FTP servers and developing a supplemental data hosting service as well as assisting with a 80TB migration of file servers with different architectures

### Social Support Specialist (Co-op)

#### Rackspace

San Antonio, TX

Jan 2015 - Apr 2015

As a member of the Social Support team, I helped oversee all Rackspace social channels (Twitter, Facebook, Reddit) which we use to listen to our customers' needs, wants and concerns and act on

them relaying them to the proper team for action and resolution as well as acting as advocates for our customers with internal teams.

**Assistant IT Administrator**

**INGESA**

May 2014 - Aug 2014

May 2013 - Aug 2013

Performed IT administration duties on various company systems. Migrated current website to a new hosting platform as well as setting up and managing a local email system for the retail POS as well as setup the stores' IT environment. Also planned and coordinated a migration of company email to a third-party Hosted Exchange environment

**Customer Advocate**

**Help Scout**

Boston, MA

Oct 2012 - Dec 2012

My duties consisted on following up with new signups to see if they had any questions getting started as well as at the end of the trial to see if we were a good fit. Answered tickets and live chats in a timely manner and ensured Customer Happiness.

**Product Evangelist**

**AYTM**

Nov 2011 - Aug 2012

Answered tickets and live chats in a timely manner and ensured our customers were happy with our platform. Worked with the Chief Product Evangelist to optimize help desk efficiency, setup ticket workflows and automations and updated help documentation

**EDUCATION**

**Wentworth Institute of Technology**

**Computer Information Systems**

2012 - 2016

Minor in Computer Networking

Dean's List: Fall 2013, Spring 2014

**AWARDS**

**Communications Volunteer of the Year**

**American Red Cross of Massachusetts**

Jun 2015

**PROJECTS**

**Keypad**

I help with the backend infrastructure to deliver the product including setting up & manage servers/overall hosting as well as setup & manage the CDN for early-stages product delivery after being featured by various media publications. Also setup, manage and optimize a help desk and social media command center to route and act upon incoming requests and generate and deliver NPS reports with feedback to be included in future releases.

**Weathercloud**

Create, setup, manage and maintain a group of servers with my coworker from Harvard Medical that includes an in-house mail server, git server, as well as other open source tools. We look for ways to optimize server management, monitoring, scalability and overall maintenance.

**SKILLS**

Native Spanish Speaker (Read/Write)

Proficient with Linux-based server administration

Setting up and configuring DNS, FTP, SSL, Apache, MySQL

Google Apps Certified Administrator

Experience managing CRM + help desk tools

Managing a social media command center

Experience with Active Directory

Basic knowledge of Swift

**CONTACT**

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